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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

When I was working, I had a landline and dsl from AT&T. The landline had no caller ID or voicemail, and long distance was extra. The dsl was noticeably slow, nowhere near what I was paying for - I'm not talking about any high demand stuff - just loading pages was slow.

When I retired, I had a lower fixed income, but also the time to figure out what to do.

I switched to local provider Sonic.

I have the caller ID, voice mail, and long distance in the U.S and Canada and Mexico are included. I can chat with my Canadian cousin as long as we want.

Now the broadband never slows me down and is fast enough to download an ebook from the public library in a jiffy.

More services, less money. The Magic of Competition!

When AT&T sucked payment for service after termination from the credit union, and billed me for another month after that, I spent hours online and on the telephone trying to fix this. I finally realized, after way too long, that the runaround was not going anywhere. Eventually I figured out how to file a complaint with the FCC. They contacted AT&T, and I finally got my money back.

In the end, I felt foolish for spending a huge amount of time for the money involved, but wonder how many busier or less persistent customers just gave up and how much total money was stolen.

Laura Mezirka